



# ITS to Support Accessibility

The USDOT is committed to advancing equity and improving accessibility for all individuals, including travelers with disabilities and other historically underserved populations. Intelligent Transportation Systems (ITS) can play a key role in supporting these goals by improving traveler information, transit and paratransit operations, traffic operations, mobility services, and more. Some examples of how ITS is being deployed to support accessibility are shown below.<sup>1</sup>

**Example Benefits** The featured benefits are based on ITS project evaluations contained in the ITS Databases at: [www.itsknowledgeresources.its.dot.gov](http://www.itsknowledgeresources.its.dot.gov). Click on each example to learn more.



**Smart Travel Technology in South Dakota, Pennsylvania, Colorado, and New Mexico**  
A variety of studies across 4 states that tested Smart Travel Technology found it to increase completion of pre-trip tasks by 14% and improve street crossing skills for individuals with cognitive disabilities.



**Paratransit Program in Massachusetts**  
Partnering with Transportation Network Companies reduced per-trip costs on Massachusetts Bay Transportation Authority's paratransit program by over 80% despite a 30% increase in total trip volume.



**Arrival Notification System in New Jersey**  
A small-scale field test of an arrival notification system reduced passenger wait time for paratransit services by up to 20 minutes.



**Wayfinding Smartphone App in Ohio**  
Deployment of the app showed an 87% increase in the ability of those with cognitive disabilities to use fixed-route buses independently.



**Older Opinions on Ride-Hailing in California**  
A survey showed that older adults with online access value ride-hailing to avoid asking for rides (65%) and driving at night (66%).



## Example ITS Technologies<sup>2</sup>



## Example USDOT Program



The ITS4US Deployment Program is a multi-modal deployment program that aims to solve mobility challenges for all travelers with a specific focus on underserved communities. The program is funding deployments that enable communities to develop integrated, replicable mobility solutions. For more information visit the [ITS4US website](http://ITS4US website).

1. USDOT, [Accessibility](#)  
2. USDOT, [ARC-IT Service Packages](#)